



UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
United States Patent and Trademark Office
Address: COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, Virginia 22313-1450
www.uspto.gov

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/990,852	11/21/2001	Michael Wengrovitz	47398/JEC/X2	4556
35114	7590	10/27/2005	EXAMINER	
ALCATEL INTERNETWORKING, INC. ALCATEL-INTELLECTUAL PROPERTY DEPARTMENT 3400 W. PLANO PARKWAY, MS LEGL2 PLANO, TX 75075			SHEW, JOHN	
			ART UNIT	PAPER NUMBER
			2664	

DATE MAILED: 10/27/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

H.A

Office Action Summary

Application No.

09/990,852

Applicant(s)

WENGROVITZ, MICHAEL

Examiner

John L. Shew

Art Unit

2664

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --**Period for Reply**

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 11/21/2001.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☐ Claim(s) _____ is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-31 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 21 November 2001 is/are: a) ☐ accepted or b) ☒ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☒ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date 05172002.
- 4) ☐ Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____.
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: _____.

DETAILED ACTION

Drawings

1. The drawings are objected to because

FIG. 3 "IINVITE 40" should be "INVITE 40".

FIG. 4 "IINVITE 50" should be "INVITE 50".

FIG. 5 "IINVITE 60" should be "INVITE 60".

Corrected drawing sheets in compliance with 37 CFR 1.121(d) are required in reply to the Office action to avoid abandonment of the application. Any amended replacement drawing sheet should include all of the figures appearing on the immediate prior version of the sheet, even if only one figure is being amended. The figure or figure number of an amended drawing should not be labeled as "amended." If a drawing figure is to be canceled, the appropriate figure must be removed from the replacement sheet, and where necessary, the remaining figures must be renumbered and appropriate changes made to the brief description of the several views of the drawings for consistency. Additional replacement sheets may be necessary to show the renumbering of the remaining figures. Each drawing sheet submitted after the filing date of an application must be labeled in the top margin as either "Replacement Sheet" or "New Sheet" pursuant to 37 CFR 1.121(d). If the changes are not accepted by the examiner, the

applicant will be notified and informed of any required corrective action in the next Office action. The objection to the drawings will not be held in abeyance.

Claim Rejections - 35 USC § 103

1. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

Claims 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31 are rejected under 35 U.S.C. 103(a) as being unpatentable over Kikinis (Pub. No. 2002/0018464) in view of Albert Coussement (Pub. No. 2002/0056000).

Claim 1, Kikinis teaches an internet protocol (IP) telephony system supporting an IP telephony session (Fig. 4, Abstract lines 1-12, page 2 paragraph [0013]) referenced by the use of session initiation protocol over an IP network to establish an Internet-Protocol-Network-Telephony call, the system comprising a calling end-point transmitting a request message for establishing a session with a called end-point (Fig. 4, page 6 paragraphs [0064], Fig. 5, page 8 paragraphs [0087]-[0090]) referenced by the calling end-point of a client of a communication center sending a SIP request step 501 in order

to establish a communication session to a calling end-point of a call center agent step 505, a display coupled to the calling end-point for displaying information to a calling user (Fig. 4, page 6 paragraph [0068], page 7 paragraph [0079]) referenced by the User's PC 419 computer display to display Form Filler 421 information, a data store including information associated with the calling user (Fig. 4, page 7 paragraph [0075]) referenced by the Data Server 423 and Repository 424 containing client identification data, and a routing device coupled to the data store and the calling end-point (Fig. 4, page 7 paragraph [0076]) referenced by the Proxy Server 410 with SoftWare 411 for functions as an Internet Router between the User PC 419 the Data Server 423 and the call agent Workstation A 404 of the communication center, the routing device receiving the request message (Fig. 5, page 7 paragraph [0079]) referenced by the SIP Proxy parsing the request step 502 inclusive of a Form Filler 421. Kikinis does not teach a response message having a message body based on information retrieved from the data store.

Coussement teaches composing a response message having a message body (Fig. 1, page 6 paragraphs [0066]-[0069]) referenced by the Web Presence Server 16 receiving user entered information obtaining current status information including estimated wait time from database Server 49 for a response to the user 9, the message body being personalized based on information retrieved from the data store (Fig. 1, page 6 paragraph [0069]) referenced by the personalized information to the call including estimated wait time, the routing device transmitting the response message to the calling end-point for display of the message body to the calling user (Fig. 1, page 6 paragraph

[0067], Fig. 3) referenced by the routing of the response message from the Status Server 49 back to the User 9 as shown at step 91 "Agent status information displayed at customer interface".

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the personal interaction interface of Coussement to the SIP control messaging communications center of Kikinis for the purpose of displaying agent and interaction data from the communication center as suggested by Coussement (Abstract lines 1-9).

Claim 2, Kikinis teaches a SIP control messaging communications center. Kikinis does not teach the message body includes instructions for the calling user.

Coussement teaches wherein the message body includes instructions for the calling user (Fig. 2, page 7 paragraphs [0073]-[0076]) referenced by the Customer Interface displaying instructions of Telephone 72 Email 74 and Callback Options 76 to the user.

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the personal interaction interface of Coussement to the SIP control messaging communications center of Kikinis for the purpose of displaying agent and interaction data from the communication center as suggested by Coussement (Abstract lines 1-9).

Claim 3, Kikinis teaches a SIP control messaging communications center. Kikinis does not teach wherein the message body informs the calling user of an approximated waiting time.

Coussement teaches wherein the message body informs the calling user of an approximated waiting time prior to connection with the called end-point (Fig. 2, page 7 paragraph [0075]) referenced by the customer interface 69 display of the Estimated Hold Time 75.

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the personal interaction interface of Coussement to the SIP control messaging communications center of Kikinis for the purpose of displaying agent and interaction data from the communication center as suggested by Coussement (Abstract lines 1-9).

Claim 4, Kikinis teaches a SIP control messaging communications center. Kikinis does not teach the message body is displayed to the calling user while awaiting connection with the called end-point.

Coussement teaches wherein the message body is displayed to the calling user while awaiting connection with the called end-point (Fig. 1, Fig. 2, page 7 paragraphs [0075]-[0076]) referenced by the customer interface 69 display of the Estimated Hold Time 75 after which the user call will be connected to the Agent Workstation 27.

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the personal interaction interface of Coussement to the SIP

control messaging communications center of Kikinis for the purpose of displaying agent and interaction data from the communication center as suggested by Coussement (Abstract lines 1-9).

Claim 5, Kikinis teaches wherein the routing device is a session initiation protocol server located at a call center (Fig. 4, page 7 paragraph [0076]) referenced by the Proxy Server 410 inclusive of SIP SoftWare 411 within Communication Center 402.

Claim 6, Kikinis teaches wherein the information is user profile information (Fig. 4, page 7 paragraph [0075]) referenced by the Repository 424 information including client history data, client identification, contact information and payment history.

Claim 7, Kikinis teaches an internet protocol (IP) telephony system supporting an IP telephony session (Fig. 4, Abstract lines 1-12, page 2 paragraph [0013]) referenced by the use of session initiation protocol over an IP network to establish an Internet-Protocol-Network-Telephony call, the system comprising a calling end-point transmitting a request message for establishing a session with a called end-point (Fig. 4, page 6 paragraph [0064], Fig. 5, page 8 paragraphs [0087]-[0090]) referenced by the calling end-point of a client of a communication center sending a SIP request step 501 in order to establish a communication session to a calling end-point of a call center agent step 505, a display coupled to the calling end-point for displaying information to a calling user (Fig. 4, page 6 paragraph [0068], page 7 paragraph [0079]) referenced by the User's

PC 419 computer display to display Form Filler 421 information, a data store (Fig. 4, page 7 paragraph [0075]) referenced by the Data Server 423 and Repository 424, and a routing device coupled to the data store and the calling end-point (Fig. 4, page 7 paragraph [0076])) referenced by the Proxy Server 410 with SoftWare 411 for functions as an Internet Router between the User PC 419 the Data Server 423 and the call agent Workstation A 404 of the communication center, the routing device receiving the request message (Fig. 5, page 7 paragraph [0079]) referenced by the SIP Proxy parsing the request step 502 inclusive of a Form Filler 421. Kikinis does not teach a response message having a message body including promotional information.

Coussement teaches a data store including promotional information (Fig. 1, page 5 paragraph [0061], page 14 paragraphs [0150]-[0151]) referenced by the Customer Information Server with the client obtaining information inclusive of personalized notices of events including special sales and promotions, composing a response message having a message body (Fig. 1, page 6 paragraphs [0066]-[0069]) referenced by the Web Presence Server 16 receiving user entered information obtaining current status information that matches the intent of the request, the message body including promotional information retrieved from the data store (Fig. 1, page 6 paragraph [0066], page 14 paragraphs [0150]-[0151]) referenced by the status server obtaining current status information inclusive of personalized notices and promotions, the routing device transmitting the response message to the calling end-point for display of the message body to the calling user (Fig. 1, page 6 paragraph [0067], page 14 paragraphs [0150]-

[0151]) referenced by the routing of the response message from the Status Server 49 back to the User 9.

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the personal interaction interface of Coussement to the SIP control messaging communications center of Kikinis for the purpose of displaying agent and interaction data from the communication center as suggested by Coussement (Abstract lines 1-9).

Claim 8, Kikinis teaches a SIP control messaging communications center. Kikinis does not teach the message body includes instructions for the calling user.

Coussement teaches wherein the message body further includes instructions for the calling user (Fig. 2, page 7 paragraphs [0073]-[0076]) referenced by the Customer Interface displaying instructions of Telephone 72 Email 74 and Callback Options 76 to the user.

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the personal interaction interface of Coussement to the SIP control messaging communications center of Kikinis for the purpose of displaying agent and interaction data from the communication center as suggested by Coussement (Abstract lines 1-9).

Claim 9, Kikinis teaches a SIP control messaging communications center. Kikinis does not teach wherein the message body informs the calling user of an approximated waiting time.

Coussement teaches wherein the message body further informs the calling user of an approximated waiting time for connection with the called end-point (Fig. 2, page 7 paragraph [0075]) referenced by the customer interface 69 display of the Estimated Hold Time 75.

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the personal interaction interface of Coussement to the SIP control messaging communications center of Kikinis for the purpose of displaying agent and interaction data from the communication center as suggested by Coussement (Abstract lines 1-9).

Claim 10, Kikinis teaches a SIP control messaging communications center. Kikinis does not teach the message body is displayed to the calling user while awaiting connection with the called end-point.

Coussement teaches wherein the message body is displayed to the calling user while awaiting connection with the called end-point (Fig. 1, Fig. 2, page 7 paragraphs [0075]-[0076]) referenced by the customer interface 69 display of the Estimated Hold Time 75 after which the user call will be connected to the Agent Workstation 27.

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the personal interaction interface of Coussement to the SIP

control messaging communications center of Kikinis for the purpose of displaying agent and interaction data from the communication center as suggested by Coussement (Abstract lines 1-9).

Claim 11, Kikinis teaches a SIP control messaging communications center. Kikinis does not teach wherein the message body includes personal data associated with the calling user.

Coussement teaches wherein the message body further includes personal data associated with the calling user (page 14 paragraph [0150]-[0151], Fig. 9, page 15 paragraph [0155]) referenced by the Personal Interaction User Interface for personal information status.

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the personal interaction interface of Coussement to the SIP control messaging communications center of Kikinis for the purpose of displaying agent and interaction data from the communication center as suggested by Coussement (Abstract lines 1-9).

Claim 12, Kikinis teaches wherein the routing device is a session initiation protocol server located at a call center (Fig. 4, page 7 paragraph [0076]) referenced by the Proxy Server 410 inclusive of SIP SoftWare 411 within Communication Center 402.

Claim 13, Kikinis teaches a SIP control messaging communications center. Kikinis does not teach the promotional information is customized based on user profile information. Coussement teaches wherein the promotional information is customized based on user profile information (Fig. 9, page 15 paragraph [0155]) referenced by the user profile including element number 133 of personal interests data inclusive of subscriptions and product updates.

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the personal interaction interface of Coussement to the SIP control messaging communications center of Kikinis for the purpose of displaying agent and interaction data from the communication center as suggested by Coussement (Abstract lines 1-9).

Claim 14, Kikinis teaches an internet protocol (IP) telephony system supporting a session initiation protocol (SIP) (Fig. 4, Abstract lines 1-12, page 2 paragraph [0013]) referenced by the use of session initiation protocol over an IP network to establish an Internet-Protocol-Network-Telephony call, the system comprising a calling end-point and a called end-point (Fig. 4, page 6 paragraphs [0064], Fig. 5, page 8 paragraphs [0087]-[0090]) referenced by the calling end-point of a client user 419 of a communication center sending a SIP request step 501 in order to establish a communication session to a called end-point of a call center agent 404 step 505, a display coupled to the called end-point for displaying information to a called user (Fig. 4, page 6 paragraph [0072]) referenced by the call center agent Workstation PC 406

computer display, a data store including information about a calling user (Fig. 4, page 7 paragraph [0075]) referenced by the Data Server 423 and Repository 424 containing client identification data, and a routing device coupled to the data store for establishing a SIP session between the calling end-point and the called end-point (Fig. 4, page 7 paragraph [0076]) referenced by the Proxy Server 410 with SoftWare 411 for functions as an Internet Router between the User PC 419 the Data Server 423 and the call agent Workstation A 404 of the communication center, the routing device receiving a first SIP message from the calling end-point and composing a second SIP message having a message body (Fig. 4, page 7 paragraph [0076], Fig. 5, page 8 paragraph [0087]) referenced by the SIP request received by the SIP Proxy and sends a SIP request to a Transaction Server. Kikinis does not teach a message body including information about the calling user retrieved from the data store.

Coussement teaches a response message having a message body (Fig. 1, page 6 paragraphs [0066]-[0069]) referenced by the Web Presence Server 16 receiving user entered information obtaining current status information from database Server 49 for a response to the user 9, the message body including information about the calling user retrieved from the data store (Fig. 1, page 6 paragraph [0069]) referenced by the personalized information to the call, the routing device transmitting the second message to the called end-point for display of the message body to the called user (Fig. 6, page 12 paragraph [0122], page 14 paragraphs [0150]-[0151]) referenced by the Subscribing Agent Interface 99 display of the client user status.

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the personal interaction interface of Coussement to the SIP control messaging communications center of Kikinis for the purpose of displaying agent and interaction data from the communication center as suggested by Coussement (Abstract lines 1-9).

Claim 15, Kikinis teaches a SIP control messaging communications center. Kikinis does not teach wherein the information includes user profile information.

Coussement teaches wherein the information includes user profile information (Fig. 6, page 12 paragraph [0122]) referenced by the Subscribing Agent Interface display 99 of the client user's name.

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the personal interaction interface of Coussement to the SIP control messaging communications center of Kikinis for the purpose of displaying agent and interaction data from the communication center as suggested by Coussement (Abstract lines 1-9).

Claim 16, Kikinis teaches wherein the routing device is a SIP server located at a call center (Fig. 4, page 7 paragraph [0076]) referenced by the Proxy Server 410 inclusive of SIP SoftWare 411 within Communication Center 402.

Claim 17, Kikinis teaches wherein the called user is a call center agent (Fig. 4, page 6 paragraph [0072]) referenced by the Workstation A 404 of the Communication Center 402.

Claim 18, Kikinis teaches a method for establishing an internet protocol telephony session (Fig. 4, Abstract lines 1-12, page 2 paragraph [0013]) referenced by the use of session initiation protocol over an IP network to establish an Internet-Protocol-Network-Telephony call, between a calling end-point and a called end-point (Fig. 4, page 6 paragraphs [0064], Fig. 5, page 8 paragraphs [0087]-[0090]) referenced by the calling end-point of a client user 419 of a communication center sending a SIP request step 501 in order to establish a communication session to a called end-point of a call center agent 404 step 505, the method comprising transmitting a request message for establishing a session with the called end-point (Fig. 4, page 6 paragraphs [0064], Fig. 5, page 8 paragraphs [0087]-[0090]) referenced by the calling end-point of a client user 419 of a communication center sending a SIP request step 501 in order to establish a communication session to a called end-point of a call center agent 404 step 505, retrieving information of a calling user from a data store (Fig. 4, page 7 paragraphs [0074]-[0075], Fig. 5) referenced by the Data Server 423 and Repository 424 containing client identification data with the Transaction Server retrieving data from the DB step 506, composing a message in response to the request message (Fig. 4, page 7 paragraph [0076], Fig. 5, page 8 paragraph [0087]) referenced by the SIP request received by the SIP Proxy and sends a SIP request to a Transaction Server. Kikinis

does not teach a composed message being personalized based on the retrieved information.

Coussement teaches composing a response message having a message body (Fig. 1, page 6 paragraphs [0066]-[0069]) referenced by the Web Presence Server 16 receiving user entered information obtaining current status information including estimated wait time from database Server 49 for a response to the user 9, the composed message being personalized based on retrieved information (Fig. 1, page 6 paragraph [0069]) referenced by the personalized information to the call including estimated wait time, including the composed message in a body of a response message (Fig. 1, page 6 paragraph [0069]) referenced by the personalized information to the call including estimated wait time, transmitting the response message to the calling end-point (Fig. 1, page 6 paragraph [0067], Fig. 3) referenced by the routing of the response message from the Status Server 49 back to the User 9 as shown at step 91 "Agent status information displayed at customer interface", displaying to the calling user the message included in the body of the response message (Fig. 1, page 6 paragraph [0067], Fig. 2, Fig. 3) referenced by the routing of the response message from the Status Server 49 back to the User 9 as shown at step 91 "Agent status information displayed at customer interface",

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the personal interaction interface of Coussement to the SIP control messaging communications center of Kikinis for the purpose of displaying agent

and interaction data from the communication center as suggested by Coussement (Abstract lines 1-9).

Claim 19, Kikinis teaches a SIP control messaging communications center. Kikinis does not teach the message includes instructions for the calling user.

Coussement teaches wherein the message includes instructions for the calling user (Fig. 2, page 7 paragraphs [0073]-[0076]) referenced by the Customer Interface displaying instructions of Telephone 72 Email 74 and Callback Options 76 to the user. It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the personal interaction interface of Coussement to the SIP control messaging communications center of Kikinis for the purpose of displaying agent and interaction data from the communication center as suggested by Coussement (Abstract lines 1-9).

Claim 20, Kikinis teaches a SIP control messaging communications center. Kikinis does not teach wherein the message informs the calling user of an approximated waiting time.

Coussement teaches wherein the message informs the calling user of an approximated waiting time for connection with the called end-point (Fig. 2, page 7 paragraph [0075]) referenced by the customer interface 69 display of the Estimated Hold Time 75. It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the personal interaction interface of Coussement to the SIP

control messaging communications center of Kikinis for the purpose of displaying agent and interaction data from the communication center as suggested by Coussement (Abstract lines 1-9).

Claim 21, Kikinis teaches a SIP control messaging communications center. Kikinis does not teach the message is displayed to the calling user while awaiting connection with the called end-point.

Coussement teaches wherein the message is displayed to the calling user while awaiting connection with the called end-point (Fig. 1, Fig. 2, page 7 paragraphs [0075]-[0076]) referenced by the customer interface 69 display of the Estimated Hold Time 75 after which the user call will be connected to the Agent Workstation 27.

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the personal interaction interface of Coussement to the SIP control messaging communications center of Kikinis for the purpose of displaying agent and interaction data from the communication center as suggested by Coussement (Abstract lines 1-9).

Claim 22, Kikinis teaches wherein the information is user profile information (Fig. 4, page 7 paragraph [0075]) referenced by the Repository 424 information including client history data, client identification, contact information and payment history.

Claim 23, Kikinis teaches a method for establishing an internet protocol telephony session (Fig. 4, Abstract lines 1-12, page 2 paragraph [0013]) referenced by the use of session initiation protocol over an IP network to establish an Internet-Protocol-Network-Telephony call, between a calling end-point and a called end-point (Fig. 4, page 6 paragraphs [0064], Fig. 5, page 8 paragraphs [0087]-[0090]) referenced by the calling end-point of a client user 419 of a communication center sending a SIP request step 501 in order to establish a communication session to a called end-point of a call center agent 404 step 505, the method comprising transmitting a request message for establishing a session with the called end-point (Fig. 4, page 6 paragraphs [0064], Fig. 5, page 8 paragraphs [0087]-[0090]) referenced by the calling end-point of a client user 419 of a communication center sending a SIP request step 501 in order to establish a communication session to a called end-point of a call center agent 404 step 505, composing a message in response to the request message (Fig. 4, page 7 paragraph [0076], Fig. 5, page 8 paragraph [0087]) referenced by the SIP request received by the SIP Proxy and sends a SIP request to a Transaction Server. Kikinis does not teach a composed message including promotional information.

Coussement teaches composing a message including promotional information (Fig. 1, page 5 paragraph [0061], page 14 paragraphs [0150]-[0151]) referenced by the Customer Information Server with the client obtaining information inclusive of personalized notices of events including special sales and promotions, including the composed message in a body of a response message (Fig. 1, page 6 paragraph [0066], page 14 paragraphs [0150]-[0151]) referenced by the status server obtaining current

status information inclusive of personalized notices and promotions, transmitting the response message to the calling end-point and displaying to a calling user the message included in the body of the response message (Fig. 1, page 6 paragraph [0067], page 14 paragraphs [0150]-[0151]) referenced by the routing of the response message from the Status Server 49 back to the User 9 for display .

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the personal interaction interface of Coussement to the SIP control messaging communications center of Kikinis for the purpose of displaying agent and interaction data from the communication center as suggested by Coussement (Abstract lines 1-9).

Claim 24, Kikinis teaches a SIP control messaging communications center. Kikinis does not teach the message includes instructions for the calling user.

Coussement teaches wherein the message further includes instructions for the calling user (Fig. 2, page 7 paragraphs [0073]-[0076]) referenced by the Customer Interface displaying instructions of Telephone 72 Email 74 and Callback Options 76 to the user.

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the personal interaction interface of Coussement to the SIP control messaging communications center of Kikinis for the purpose of displaying agent and interaction data from the communication center as suggested by Coussement (Abstract lines 1-9).

Claim 25, Kikinis teaches a SIP control messaging communications center. Kikinis does not teach wherein the message informs the calling user of an approximated waiting time.

Coussement teaches wherein the message further informs the calling user of an approximated waiting time for connection with the called end-point (Fig. 2, page 7 paragraph [0075]) referenced by the customer interface 69 display of the Estimated Hold Time 75.

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the personal interaction interface of Coussement to the SIP control messaging communications center of Kikinis for the purpose of displaying agent and interaction data from the communication center as suggested by Coussement (Abstract lines 1-9).

Claim 26, Kikinis teaches a SIP control messaging communications center. Kikinis does not teach the message is displayed to the calling user while awaiting connection with the called end-point.

Coussement teaches wherein the message is displayed to the calling user while awaiting connection with the called end-point (Fig. 1, Fig. 2, page 7 paragraphs [0075]-[0076]) referenced by the customer interface 69 display of the Estimated Hold Time 75 after which the user call will be connected to the Agent Workstation 27.

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the personal interaction interface of Coussement to the SIP

control messaging communications center of Kikinis for the purpose of displaying agent and interaction data from the communication center as suggested by Coussement (Abstract lines 1-9).

Claim 27, Kikinis teaches a SIP control messaging communications center. Kikinis does not teach wherein the message includes personal data associated with the calling user. Coussement teaches wherein the message further includes personal data associated with the calling user (page 14 paragraph [0150]-[0151], Fig. 9, page 15 paragraph [0155]) referenced by the Personal Interaction User Interface for personal information status.

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the personal interaction interface of Coussement to the SIP control messaging communications center of Kikinis for the purpose of displaying agent and interaction data from the communication center as suggested by Coussement (Abstract lines 1-9).

Claim 28, Kikinis teaches a SIP control messaging communications center. Kikinis does not teach the promotional information is customized based on user profile information. Coussement teaches wherein the promotional information is customized based on user profile information (Fig. 9, page 15 paragraph [0155]) referenced by the user profile including element number 133 of personal interests data inclusive of subscriptions and product updates.

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the personal interaction interface of Coussement to the SIP control messaging communications center of Kikinis for the purpose of displaying agent and interaction data from the communication center as suggested by Coussement (Abstract lines 1-9).

Claim 29, Kikinis teaches a method for establishing a session initiation protocol (SIP) session (Fig. 4, Abstract lines 1-12, page 2 paragraph [0013]) referenced by the use of session initiation protocol over an IP network to establish an Internet-Protocol-Network-Telephony call, between a calling end-point and a called end-point (Fig. 4, page 6 paragraphs [0064], Fig. 5, page 8 paragraphs [0087]-[0090]) referenced by the calling end-point of a client user 419 of a communication center sending a SIP request step 501 in order to establish a communication session to a called end-point of a call center agent 404 step 505, the method comprising transmitting a first SIP message for establishing the SIP session with the called end-point (Fig. 4, page 6 paragraphs [0064], Fig. 5, page 8 paragraphs [0087]-[0090]) referenced by the calling end-point of a client user 419 of a communication center sending a SIP request step 501 in order to establish a communication session to a called end-point of a call center agent 404 step 505, retrieving information of a calling user from a data store (Fig. 4, page 7 paragraphs [0074]-[0075], Fig. 5) referenced by the Data Server 423 and Repository 424 containing client identification data with the Transaction Server retrieving data from the DB step

506. Kikinis does not teach including a portion of the retrieved information in a response SIP message.

Coussement teaches composing a response message having a message body (Fig. 1, page 6 paragraphs [0066]-[0069]) referenced by the Web Presence Server 16 receiving user entered information obtaining current status information from database Server 49 for a response to the user 9, the composed response message including at least a portion of the retrieved information (Fig. 1, page 6 paragraph [0069]) referenced by the personalized information to the call, including the composed message in a body of a second message (Fig. 1, page 6 paragraph [0069]) referenced by the personalized information to the call, transmitting the second message to the called end-point (Fig. 6, page 12 paragraph [0122], page 14 paragraphs [0150]-[0151]) referenced by the Subscribing Agent Interface 99 display of the client user status inclusive of client personal name information, displaying to a called user the message included in the body of the second message (Fig. 6, page 12 paragraph [0122], page 14 paragraphs [0150]-[0151]) referenced by the Subscribing Agent Interface 99 display of the client user status.

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the personal interaction interface of Coussement to the SIP control messaging communications center of Kikinis for the purpose of displaying agent and interaction data from the communication center as suggested by Coussement (Abstract lines 1-9).

Claim 30, Kikinis teaches a SIP control messaging communications center. Kikinis does not teach wherein the information includes user profile information.

Coussement teaches wherein the information includes user profile information (Fig. 6, page 12 paragraph [0122]) referenced by the Subscribing Agent Interface display 99 of the client user's name.

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the personal interaction interface of Coussement to the SIP control messaging communications center of Kikinis for the purpose of displaying agent and interaction data from the communication center as suggested by Coussement (Abstract lines 1-9).

Claim 31, Kikinis teaches wherein the called user is a call center agent (Fig. 4, page 6 paragraph [0072]) referenced by the Workstation A 404 of the Communication Center 402.


Citation of Prior Art

The prior art made of record and not relied upon is considered pertinent to applicant's disclosure. Patent number 6707811, Greenberg et al. discloses an internet telephony system for ecommerce.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to John L. Shew whose telephone number is 571-272-3137. The examiner can normally be reached on 8:30am - 5:00pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Wellington Chin can be reached on 571-272-3134. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).


js